

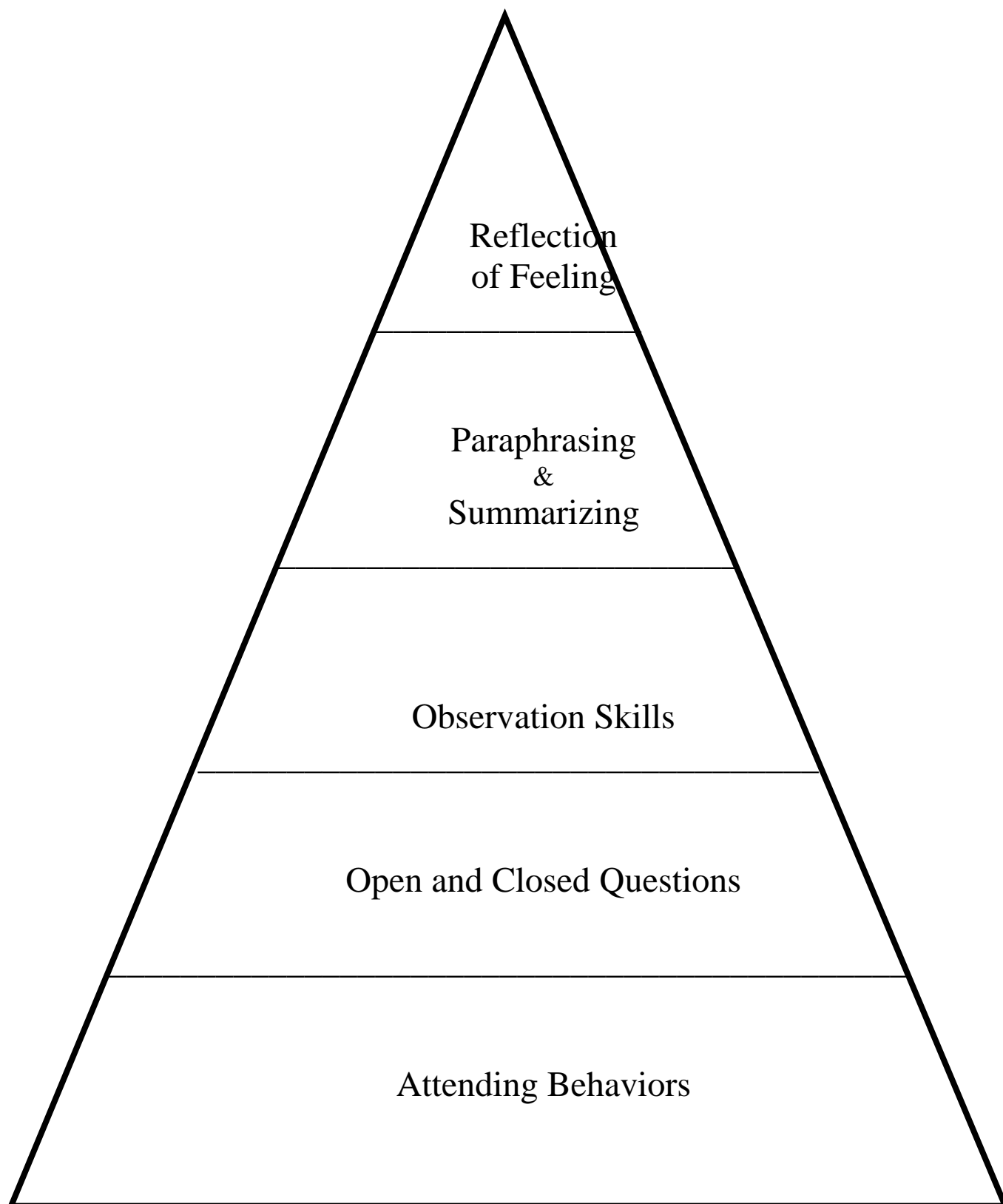
# ***ACTIVE LISTENING WORKBOOK***

*Learning to Listen*



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*Reference: Intentional Interviewing and Counseling, by Allen Ivey*



*Each skill will be practiced in pairs with a listener (advocate) and a talker (client). The client will talk and the advocate will listen. We will then exchange places and repeat the exercise. The facilitator will time the exercise. Please talk about only comfortable subjects for this practice!!! The facilitator will ask you to relate back to the class what you have practiced.*

### **1. Attending Behavior** 👁

Attending Behavior encourages talking. Use attending behavior to let the client talk freely and openly. Attending behavior communicates that you are interested in what is being said....remember people of different cultures have different patterns of attending. Show attending by:

- 👁 Look the person in the eye.
- 👂 Attentive body language: face the person squarely, use encouraging gestures.
- 🗣 Vocal qualities, your vocal tone and speech rate indicated how you feel about the other person.
- 🗣 Verbal tracking, don't change the subject.

*Practice good attending behaviors by:*

1. Eye contact. Did the listener (advocate) have eye contact with the talker?
2. Attentive body language: Did the listener (advocate) face the client squarely, lean slightly forward and use encouraging gestures?
3. Vocal Qualities: Did the listener's vocal tone and speech rate indicate he/she was interested?
4. Did listener (advocate) stay on track and not change the subject the client is talking about?

### **2. Questions** ?

If you use open questions effectively the person will talk more freely. Closed questions elicit shorter responses and provide with information and specifics.

- 🗣 Open questions can't be answered in a few words. Typically they begin with what, how, or could.
- ✕ Closed question can be answered in a few short words; they may begin with is, are or do.

☺ Have you had a negative experience being questioned? Were you grilled/bombarded, had multiple questions asked, or had question asked that were a statement such as: *"What do you think of trying relaxation exercises instead of what you are doing now?"* ☺

### **⚡ WHY questions may put a person on the defensive and cause discomfort ⚡**

*Practice open and closed questions by:*

1. Ask two open questions.
2. Ask two closed questions.

### **3. Observational Skills**

Note and understand **behavior** in discussing key situations. The task is not to problem solve—but to understand “where the client is coming from”.

- ✓ Nonverbal behavior: According to Ivey, 85% or more of client communication of meaning is nonverbal. Facial expressions are important to observe, is there a smile when he/she is angry. Is the mouth smiling but the eyes are glaring?
- ✓ Verbal behavior: what are the repeated statements and key words.
- ✓ Discrepancies: are there mixed messages and contradictions between nonverbal behaviors and verbal statements, or a discrepancy between two statements.

*Advocates practice good attending behaviors by observing:*



1. Body language: general style, open or closed, relaxed or tense, playing with hands or object?  
At what point did the client break eye contact, was there a change in expression, appropriate or inappropriate smiling, brow furrowing?
2. Key words: what were they words or repeated statements?
3. Discrepancies: what were the mixed messages or contradictions?

### **4. Paraphrasing & Summarizing: Hearing Accurately**

Clients need to know that their advocate has *heard* what they are saying and seen it from their point of view. Paraphrasing and summarizations are basic to helping the client feel understood. By feeding back what you have heard, you can check on the accuracy of your listening and help clarify the jumbled statements of the client. By focusing on a key word, you can become a mirror for your client's thoughts.

- ✓ Paraphrase: feed-back the essence of the conversation by shortening and clarifying the comment.
- ✓ Summarization: similar to paraphrases but covers a longer time-span and has more information.

*Practice Paraphrasing & Summarizing behaviors by:*

1. To paraphrase and summarize, repeat the essence of what the client has said. Use a sentence stems such as: “Looks like you are saying....” “Sounds like you are saying....” “Let me summarize what you have just told me.....” “You said.....” “What you are telling me is.....”
2. Key words , the effort is to include the main idea that comes from the client and use some of his/her exact words. What was the key word your client used?
3. Check-out  for accuracy at the end of the paraphrase/summarization. Check-outs include, “Am I hearing you correctly?” “Is that close?” “Is that correct?”

## **5. Noting and Reflecting Feelings** ~ ~ ~

Underlying client's words and behaviors are feeling and emotions. The purpose of reflection of feelings--is to make these implicit, sometime hidden, emotions clear to the client. As an advocate, you will use your listening skills of observation and reflection to help you establish empathy with the victim.

To brainstorm about emotional words, focus on basic emotions such as: sad, mad, glad, confused and scared.

### **Become Aware of Feelings** ☺ ☹ ☹

When your feelings are validated, you have time to problem solve the issue at hand. Strong feelings can paralyze creativity and problem solving abilities. Validation of feelings is what Stephen Covey named *Emotional Air*. This is giving the individual the essential air he/she needs to be able to go on, and then tend to other matters. Remember, feelings are feelings—they are neither good nor bad.

✎ **However, do not probe.** You client may not be ready to approach their feelings and they may not want their feelings reflected—observe your client. Sometimes it is safer to reflect observations rather than reflect feeling words. Let your client lead the way.

Practice reflecting feelings by using these sentence stems:

*It looks as if you are feeling*\_\_\_\_\_

*You look like you are*\_\_\_\_\_

*It sounds as if you are feeling* \_\_\_\_\_

*So what you are feeling* \_\_\_\_\_ *Am I hearing you correctly?*

*This must be hard for you.*

Do not worry if you guess the wrong feeling. You have opened the door for the client and he/she will always correct you and be able to better focus on his/her feelings. You may want to remind the client that it is perfectly normal to feel conflicting emotions at the very same time and all feelings are acceptable.

## FEELING WORD VOCABULARY: CATEGORIES OF FEELING

	<u>Happy</u>	<u>Sad</u>	<u>Angry</u>	<u>Scared</u>	<u>Confused</u>
<i>Strong</i>	Excited	Hopeless	Furious	Fearful	Bewildered
	Elated	Sorrowful	Seething	Panicky	Trapped
	Exuberant	Depressed	Enraged	Afraid	Troubled\
	Ecstatic	Wounded	Hostile	Shocked	Demobilized
	Energized	Worthless	Hateful	Intimidated	Ambivalent
	Loved	Empty	Sabotaged	Vulnerable	Stagnant
	Terrific	Hurt	Vengeful	Overwhelmed	
	Jubilant	Drained	Incensed	Startled	
	Alive	Defeated	Abused	Desperate	
	Enthusiastic	Exhausted	Humiliated	Frantic	
		Helpless	Betrayed	Terrified	
		Crushed	Repulsed		
		Uncared for	Jealous		
		Rejected			
		Miserable			
		Distraught			
<i>Mild</i>	Valued	Disappointed	Resentful	Tense	Awkward
	Optimistic	Upset	Disgusted	Threatened	Puzzled
	Gratified	Unappreciated	Smothered	Uneasy	Disorganized
	Confident	Isolated	Peeved	Skeptical	Foggy
	Grateful	Abandoned	Irritated	Apprehensive	Perplexed
	Accepted	Regretful	Stifled	Insecure	
	Cheerful	Discouraged	Controlled	Suspicious	
	Joyful	Inadequate	Offended		
	Proud	Ashamed	Infantilism		
	Relieved	Distressed	Annoyed		
	Assured	Distant	Agitated		
	Determined	Disillusioned			
	Appreciated	Lonely			
	Respected	Alienated			
	Admired				
<i>Weak</i>	Content	Sorry	Uptight	Reluctant	Bothered
	Relaxed	Lost	Dismayed	Anxious	Undecided
	Glad	Bad	Tolerant	Impatient	Uncomfortable
	Good			Nervous	
	Satisfied			Unsure	
	Peaceful			Timid	
	Calm			Concerned	
	Tranquil			Doubtful	
	Hopeful				